

SANDY CITY
APPROVED CLASS SPECIFICATIONS

I.	<u>Position Title:</u> Alta Canyon Office Aide I (Seasonal / Part-time Non benefitted)	<u>Revision Date:</u>	04/15
		<u>EEO Category:</u>	Admin. Support
		<u>Status:</u>	Non-exempt
		<u>Control No:</u>	50915, 55915

II. Summary Statement of Overall Purpose/Goal of Position:

Under the general supervision of the Office Coordinator, operates the telephone console, personal computers, copy machine, and acts as a receptionist in handling paperwork and money associated with facility rentals, membership, and programs.

III. Essential Duties:

- Greet members and guests promptly, enthusiastically and with a smile to create a friendly, positive atmosphere as they enter the center.
- Receive and handle telephone calls in a professional and courteous manner.
- Respond immediately to member requests, inquiries and concerns.
- Develop knowledge of the classes and programs in the center to provide accurate information to customers.
- Generate sales and conduct center tours.
- Verify membership using bar code reader or membership database accurately at all times according to front desk policies and procedures.
- Process retail products, programs, memberships, reservations, and concession sales.
- Inform patrons of center policies and rules.
- Meet certified cashiering standards through City Treasurer.
- Maintain City Treasurer Certification by explaining all outages in writing that are over \$5 each day, balancing 80% of the time in a 30 day period and keeping cumulative outages to less than \$200 in a 3- month period.
- Maintain accurate records of recreation participant forms and logs.
- Distribute keys, towels and other materials as needed.

IV. Marginal Duties:

- File, sort, and photocopy documents.
- Perform other duties as assigned.

V. Qualifications:

Education: High school diploma or equivalent, or current enrollment required.

Experience: Six months experience in customer service, cashiering, and computers preferred.

License/ Certifications: CPR and First Aid certifications, as well as Bloodborne Pathogen training required within 30 days of hire.

Knowledge of: Telephone procedures and etiquette; correct English usage, spelling, and vocabulary; office methods, techniques, and equipment; word and data processing equipment.

Responsibility for: The care, condition, and use of materials, tools, and equipment; confidential information that must be handled with discretion.

Communication Skills: Contacts with other departments, furnishing and obtaining information, using tact and judgment; outside contact with the public that may influence important decisions; constant contact with

the public both on the phone and face-to-face; follow written and verbal instructions; communicate effectively verbally and in writing; establish and maintain effective working relationships with employees and the public.

Tool, Machine, Equipment Operation: Use of office equipment such as telephone, fax, printer, computer and various computer programs including Word, Publisher, and Excel; exposure to Sportsman (Center Software program) preferred.

Analytical Ability: Apply general principles and policies effectively to specific conditions; ability to handle confrontational situations and make sound decisions.

VI. Working Conditions:

Physical Demands: While performing duties of job, employee typically handles office equipment, objects or controls; may periodically bend, stoop or crouch; and frequently communicates with others. Work may involve some physical exertion; the need to stand for long periods of time and some lifting may be required, up to 20 lbs.

Work Environment: Generally comfortable working conditions. The noise level in the work environment can fluctuate with the presence of children. Moderate pressure and fatigue are present in this position due to exposure to stressful situations and frequent exposure to heavy telephone and walk-in traffic. Constant attendance is required. Work assignments are broad and performed with limited supervision; work is referred to supervisor as questions arise.

The above statements are intended to describe the general nature and level of work being performed by the person(s) assigned to this job. They are not intended to be an exhaustive list of all duties, responsibilities, and skills required of personnel so classified. The approved class specifications are not intended to and do not infer or create any employment, compensation, or contract rights to any person or persons. This updated job description supersedes prior descriptions for the same position. Management reserves the right to add or change duties at any time.

DEPT/DIVISION APPROVED BY: _____

DATE: _____

PERSONNEL DEPT. APPROVED BY: _____

DATE: _____